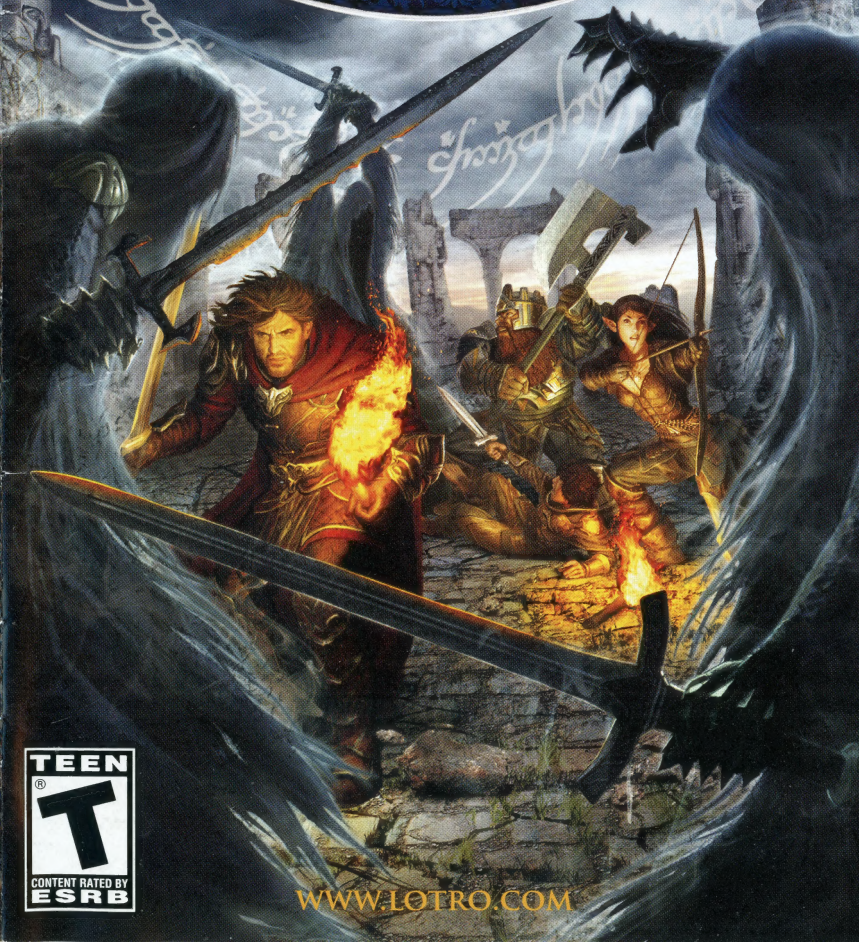


MITHRIL™ EDITION

The Lord of the Rings Online™

STARTER GUIDE



WWW.LOTRO.COM

IMPORTANT HEALTH WARNING ABOUT PLAYING VIDEO GAMES

PHOTOSENSITIVE SEIZURES

A very small percentage of people may experience a seizure when exposed to certain visual images, including flashing lights or patterns that may appear in video games. Even people who have no history of seizures or epilepsy may have an undiagnosed condition that can cause these "photosensitive epileptic seizures" while watching video games.

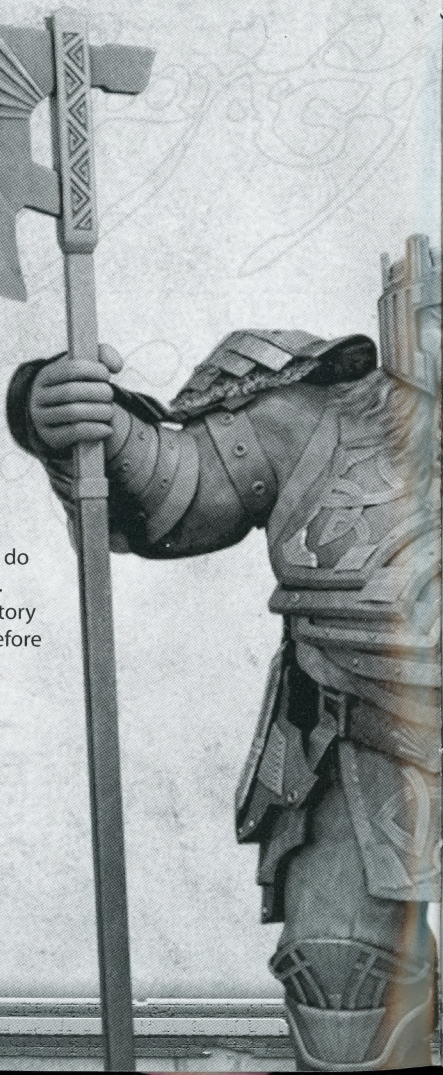
These seizures may have a variety of symptoms, including lightheadedness, altered vision, eye or face twitching, jerking or shaking of arms or legs, disorientation, confusion, or momentary loss of awareness. Seizures may also cause loss of consciousness or convulsions that can lead to injury from falling down or striking nearby objects.

Immediately stop playing and consult a doctor if you experience any of these symptoms. Parents should watch for or ask their children about the above symptoms—children and teenagers are more likely than adults to experience these seizures. The risk of photosensitive epileptic seizures may be reduced by taking the following precautions: Sit farther from the screen; use a smaller screen; play in a well-lit room; and do not play when you are drowsy or fatigued.

If you or any of your relatives have a history of seizures or epilepsy, consult a doctor before playing.

Internet connection required.

Optional content may be purchased in-game.



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GETTING STARTED

INSTALLATION

1. Insert the *The Lord of the Rings Online*™ DVD into your disc drive.
2. If AutoPlay is enabled, a title screen should appear. If AutoPlay is not enabled, or the installation does not start automatically, click on the Start button on your Windows taskbar, then:
 - If you are using Windows XP, click Run and type D:\lotrosetup, and click OK.
 - If you are using Windows 7 or Windows Vista, type D:\lotrosetup in the "Search" box and press Enter.(If your disc drive is assigned to a letter other than D, substitute that letter.)
3. Click Next and follow the remainder of the on-screen instructions to finish installing *The Lord of the Rings Online*.

INSTALLATION OF DIRECTX® & OTHER SOFTWARE

Depending on your system and installed software, additional components may need to be installed. The game will automatically detect, install or update these components.

Click Next to complete this process.

CREATING A USER ACCOUNT

If you already have a key, please follow these steps to create your new LOTRO account:

1. Go to <https://myaccount.turbine.com/>
2. Enter your product key.
3. Select a username and different forum name, as well as passwords for both.
4. Enter the account profile information including name, date of birth and email.
5. You may now select a payment Option and enter payment information, if you want.
6. Read and Agree to the Terms and Conditions.
7. Then start or restart your game launcher and play!
The Lord of the Rings Online is free, with no charge for the game and no credit card or subscription required. You can enhance your gaming experience by purchasing items through the LOTRO Store or by becoming a VIP subscriber. As a VIP subscriber, you gain access to a wide range of perks including a monthly grant of Turbine Points!

Important

Never give your password to anyone. No one from Turbine will ever ask for your password.

LOTRO STORE



The LOTRO Store gives you the opportunity to customize your play experience. Cosmetic items, new classes, content, restorative potions, crafting ingredients, and more can all be found in the LOTRO Store. You can acquire Turbine Points to use in the store in four ways: Turbine Points can be earned through gameplay, as part of a monthly point grant with VIP status, or by purchasing them in the LOTRO Store or at your favorite retailer.

STARTING THE GAME

If you are using Windows 7 or Windows Vista, click the Start button on your Windows taskbar and click Games to open the Windows Games Explorer. Double-click *The Lord of the Rings Online* icon to open the Launcher panel.

If you are using Windows XP, double-click on *The Lord of the Rings Online* icon on your desktop to open the Launcher panel. You can also click the Start button on your Windows taskbar and select **Programs >> Turbine >> The Lord of the Rings Online >> The Lord of the Rings Online**.

LAUNCHER PANEL

The Launcher panel is your gateway to Middle-earth. Here you will receive game updates and patches, read news and announcements, and sign into the game. Click the hyperlinks in the news articles or the buttons at the top of the launcher to open the links in your Internet browser. Enter your username and password to start the game. If you have entered the game before, it will automatically take you to the last world you entered. To avoid this, uncheck the "Enter last-played world" box.

SERVER SELECTION

When you enter the game, you must choose the world (or server) where your characters exist. The game worlds contained on each server are identical; the only difference being each world's community is populated by different players. It makes almost no difference which server you choose initially. You might choose a specific world if you know other people who already play *The Lord of the Rings Online*™ and would like to adventure with them. If this is the case, find out which world their characters are on and create a character on that world.

There are servers available for French and German language speakers, identified by a (FR) or (DE) respectively. There are also servers that are either roleplay (RP) or roleplay-encouraged (RE). Roleplay servers have specific guidelines in addition to the standard Code of Conduct.

CREATING A CHARACTER

As you adventure, your character will advance, gaining new skills and acquiring new equipment. The following are some basic guidelines for creating your first character. You can find more information on the Character Creation screens.

RACE

There are four races to choose from – Dwarf, Elf, Hobbit, and Man – each with its own strengths and weaknesses. Not all races can play all classes (see chart on the next page).

You can choose to play as a male or female for most races. There are no penalties or bonuses attached to either gender. Your character's gender only determines their appearance in-game.

DWARF

The stout Dwarves of Middle-earth are known for their steadfast determination, hearty strength, and commitment to all things found in the world's deep places. Living a secretive life in their homes beneath the great mountains, Dwarves are expert miners and workers of stone and metal. Dwarves make excellent warriors of any variety, displaying unique toughness in battle.

ELF

Tall and strong, fair and graceful, Elves have keen senses and a deep affinity for the beauty of the natural world. In ages past, the Elves divided into many different groups, settling in ancient forests throughout Middle-earth, where they still dwell. As time marched forward, the deeds and struggles of Elves were woven into the history of Middle-earth. Since Elves do not grow old as other races do; there are Elves in Middle-earth today who still remember their youth in the First Age. They remember all too well the devastation caused by the tides of evil that once darkened the land — a shadow that threatens to do so again.

HOBBIT

There are few recorded deeds of Hobbits until late in the Third Age of Middle-earth, which is just the way Hobbits like it. They are a simple and quiet folk, preferring to dwell in hillside Hobbit-holes throughout the land known as The Shire. These small folk traditionally enjoy the peaceful endeavors of farming, eating and gift-giving, rather than concerning themselves with the dangerous affairs of Middle-earth. In these dark days, however, it is the unassuming Hobbits, with their often surprising cleverness in both word and action, who will have the pivotal role in the war between the Free Peoples of Middle-earth and the lengthening shadows of evil.

RACE OF MAN

Man is the shortest-lived of the races of Middle-earth, yet also the race destined to rule in the years beyond the Third Age. Man's mortality was considered a unique gift, but in time it became known as "The Doom of Men" and the source of lamentation. Men are capable of great courage and honor, yet they can also easily fall prey to ambition, deceit and betrayal.

PLAYABLE CLASSES BY RACE

	MAN	DWARF	HOBBIT	ELF
BURGLAR	X		X	
CAPTAIN	X			
CHAMPION	X	X		X
GUARDIAN	X	X	X	X
HUNTER	X	X	X	X
LORE-MASTER	X			X
MINSTREL	X	X	X	X
RUNE-KEEPER		X		X
WARDEN	X		X	X

CLASS

A character's class defines their role as an adventurer in Middle-earth. The class you pick will define what skills your character acquires and refines.

BURGLAR [DIFFICULTY: ADVANCED]



The Burglar is the class for players who enjoy using cunning and guile to defeat their opponents. A stealthy trickster, the Burglar can dart in and out of the shadows to befuddle, weaken, or attack foes. An unexpected strike from a Burglar can stun enemies, allowing others in the fellowship to combine their efforts for a devastating attack. Burglars are not formidable in one-on-one combat, and must exercise caution when adventuring alone. The Burglar class is inspired by Bilbo Baggins and his famous adventures with Thorin and Company to the Lonely Mountain.

CAPTAIN [DIFFICULTY: MODERATE]



The Captain provides hope and leadership to their fellows, inspiring them to greater deeds and is an excellent choice for players who enjoy aiding their fellows while participating in melee combat. With a number of support skills and the ability to call a Herald battle companion, a Captain is a natural leader in player fellowships. The Captain class is inspired by Eärnur, last King of Gondor, who was revered both as a captain skilled in arms and as a lore-master.

CHAMPION [DIFFICULTY: BASIC]



Players who enjoy fast-paced combat will enjoy playing a Champion. A true master of arms, the Champion excels in combat, destroying foes with furious melee attacks. While a Champion's training grants some survivability, they can quickly find themselves in trouble when taking on several powerful foes. The Champion class is inspired by Gimli, son of Glóin, whose skill in arms matched the bow-skills of Legolas.

GUARDIAN [DIFFICULTY: BASIC]



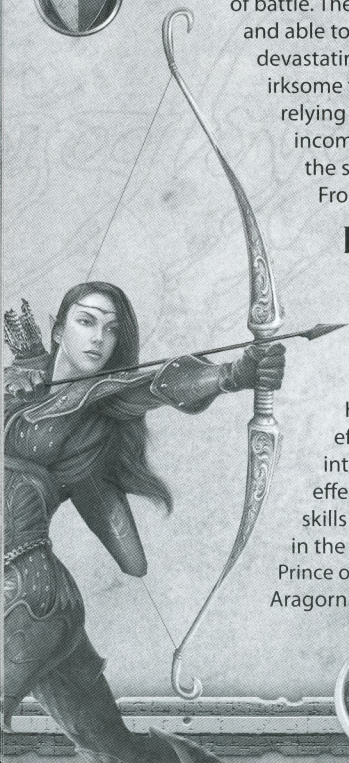
The Guardian is the class of choice for players who enjoy hard-fought encounters and protecting their fellows from the onslaught of battle. The Guardian is one of the few classes willing and able to draw blows onto themselves, retaliating with devastating response. Guardians use vexing attacks and irksome taunts to draw and hold opponents' attention, relying on their shield and weapon to turn aside incoming attacks. The Guardian class is inspired by the stalwart Samwise Gamgee, whose loyalty to Frodo Baggins knew no bounds.

HUNTER [DIFFICULTY: BASIC]



The Hunter is the class of choice for players who enjoy striking targets from a distance. Tracker, pathfinder, and master of the bow, the keen-eyed

Hunter can fire volleys of arrows to devastating effect. Hunters are known to lure their targets into traps, then employ their bows to deadly effect. A deep knowledge of nature also provides skills that help the Hunter and their fellows thrive in the wild. The Hunter class is inspired by Legolas, Prince of Mirkwood, a mighty hunter and companion of Aragorn.



LORE-MASTER [DIFFICULTY: ADVANCED]



The Lore-master uses their knowledge of ancient wisdom in combat, dazing, hindering, and damaging dangerous foes. Lore-masters are renowned for communicating with animals to request aid; it is not uncommon to see a great bear or proud lynx standing beside a powerful Lore-master. Lore-masters are also masters of the staff, able to hold their own in face-to-face confrontations with the enemy. The Lore-master class is inspired by the wise Elrond Halfelven, Elf-lord and Master of Rivendell.

MINSTREL [DIFFICULTY: MODERATE]



Capable of empowering allies through song, Minstrels can help a fellowship to continue fighting even in the darkest of times. A Minstrel can restore the Morale of their fellows and cause enemies to despair – all with the pluck of a lute or trill of a flute. Though able to wield weapons, Minstrels prefer to let their music speak for them. The Minstrel class is inspired by Lúthien Tinúviel, whose Elven voice beguiled friend and foe alike.



LOTRO
STORE

RUNE-KEEPER [DIFFICULTY: MODERATE] (PREMIUM CLASS)



The Rune-keeper is a gifted linguist who uses their mastery of true names to inscribe special rune-stones that project words of power. Using these rune-stones, Rune-keepers can harness elemental forces to direct against foes, or restore themselves and injured allies. A Rune-keeper can quickly change from healing to offensive skills and back again, making them an excellent choice for players who like to change combat roles. The Rune-keeper class is inspired by Celebrimbor, the master Elf-smith, whose skill with runes of power was unparalleled.



LOTRO
STORE

WARDEN [DIFFICULTY: ADVANCED] (PREMIUM CLASS)



The Warden is a good choice for players that enjoy a strategic feel to melee combat. Wardens build advanced Gambits from sequences of their base attacks. Triggering different Gambit abilities can powerfully aid their fellows or harm their foes. Wardens are masters of the Spear and Javelin, and their Ambushes have many times ended a battle before it was even begun. The Warden class is inspired by Haldir, marchwarden of Lothlórien, and his brothers Rúmil and Orophin.

APPEARANCE, NAME, AND BACKGROUND

This screen lets you customize the physical features of your character, type a name, and select a place of origin.

Choose your land of origin from the drop-down menu on the left. Note that changing land of origin slightly alters the palette of your character's eyes, skin, and hair color choices. Your land of origin also grants a specific in-game title.

Change your character's appearance by clicking the arrows next to the attributes, selecting skin and hair colors, and choosing a body type. You can also click the Randomize button and let the interface choose for you. If you see a particular attribute that you would like to keep, click on the Lock icon. If you click Randomize again, this feature won't change, but the others will.

Next, enter your character's name in the Name window on the upper-left. You will see different suggestions fitting with Middle-earth lore, but the choice of naming your character is up to you. The Randomize button below the name box can be used for suggestions if you're having difficulty deciding upon a name.

Note: In the interest of a player-friendly game environment, inappropriate names are not allowed. Players are encouraged to select fantasy or medieval inspired names that are not already a major part of Middle-earth lore. In the case of Role-Playing servers, players are required to select these types of setting-appropriate names. Some inappropriate names are automatically rejected from the character creation screen, while others may be changed by In-Game Support.

YOUR FIRST GAME EXPERIENCE



Speak with (right click on) characters with gold rings above their heads to acquire quests.

When your character enters Middle-earth for the first time, he or she joins an epic story that begins shortly after Frodo leaves the Shire with the One Ring. Through a series of special quests, called Epic Story quests, you will meet and fight alongside (and against) the characters you know from the books by J.R.R. Tolkien.

The Epic Story quests begin differently depending on your character's race, but each starts as a private adventure (called an instance) the moment you enter the game.

To begin this first quest, talk to the character in front of you who has a gold ring above their head by pointing the cursor at them and right-clicking. This will begin to explain the story from the

perspective of your character's race, and teach you gameplay basics, such as attacking, using your skills, looting, and equipping an item.

After this first quest, your character will be transported to one of two possible new player areas: Hobbits and Men are taken to Archet in Bree-land, while Dwarves and Elves are taken to Thorin's Gate in Ered Luin. In these new player areas you will have access to many game features, including vendors, trainers, and fellowships, but you will still be restricted to the new player area.

To advance beyond the new player area, you must complete the Epic Story quests, labeled Introduction in your Quest Log. Introduction quest givers have a flaming gold ring above their heads. Once you complete the Introduction series of Epic Story quests, your character will be allowed to enter the larger world.

Tip

Check the Quick Reference Card for more information on game controls.

HINTS

The game displays tutorial hints in a pop-up window as you encounter new situations. Reading these hints is a great way to learn how to play the game. Each hint only pops up once.

MOVEMENT

Press **[W]** to move your character forward, **[S]** to move backward, and **[A]** and **[D]** to turn left and right, respectively. You can also use the arrow keys to move your character. **[Q]** and **[E]** make your character strafe left and right. Press **[Spacebar]** to make your character jump. Press **[Insert]** to toggle between running and walking mode.

CAMERA CONTROLS

While moving your character, the camera stays locked behind you, but you can position the camera anywhere around your character to get a better view of your environment.

Mouselook mode allows you to control the camera with your mouse. You can enter Mouselook mode by holding down the right mouse button and moving the mouse.

When you are in Mouselook mode, **[A]** and **[D]** make your character sidestep left and right.

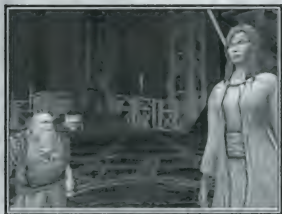
To rotate the camera around your character, click and hold the left mouse button and move the mouse.

If you press both the left and right mouse buttons simultaneously, your

character will move forward and the mouse will control direction. You can zoom in and out by spinning the mouse wheel. Zooming in completely will put you into first-person view; you can also press **[*]** (on the Numpad) to toggle between first-person and third-person views. Reset the camera to its default position by pressing **[0]** (Numpad).

BASIC INTERACTIONS

OTHER CHARACTERS



Target another character by clicking on them. You may then right-click to bring up a pop-up menu that lets you trade, send a private message, inspect them, and more. You can also display this character pop-up menu by right-clicking on a character's name in the Chat window.

DOORS

While exploring, you will come across buildings that you can enter. If you point the cursor at a door and it highlights, you should be able to open it by double-clicking or right-clicking on it. You can step forward into the glowing entrance to enter.



Step inside the light to pass over into a new area.

LOOTING



Right-click any item to add it to your inventory.

Some objects contain items that you can acquire. Bodies will sparkle to indicate that they contain loot. Other lootable objects, such as chests and backpacks, will highlight when you mouse over them.

Double-click or right-click an object to display its contents in a pop-up box. Double-click or right-click an object to put it in your inventory.

Click on the Loot All button to move all objects into your inventory. You can also shift-right-click on a lootable object to automatically loot all of its contents into your inventory.

MAIN GAME SCREEN



- | | | |
|---------------------|---------------------|--------------------|
| 1. Character Vitals | 6. Chat Window | 11. Inventory Bags |
| 2. Pet Vitals | 7. Pet Shortcut Bar | 12. Alert Icons |
| 3. Target | 8. Toolbar | 13. Store Button |
| 4. Radar (Mini Map) | 9. Auto-Attack | |
| 5. Quest Tracker | 10. Quickslot Bars | |

1 CHARACTER VITALS



The meters in the top-left corner indicate your current Morale Points (green) and Power Points (blue). Morale is an indicator of your current health – if you lose all of your Morale points in a battle, you become incapacitated. Power Points are required to use skills, such as special attacks.

Fellowship members' vitals appear below your own. Left-click on a fellowship member's vitals to target them (for healing, for example). You can also use **[F1]** – **[F6]** to target members of your fellowship.

When you are under the influence of an effect (poison, a wound, a Morale boost, and so forth), the effect is indicated under your vitals by an icon. Hover your cursor over the icon to see a description of the effect. If an effect has a fixed duration, its remaining time countdown is displayed.

2 PET VITALS

Some classes, such as Lore-masters and Captains, can summon pets to fight alongside them. Much like your character's vitals, the Pet Vitals indicates your pet's current morale and power. You can right-click on the Pet Vitals bar to dismiss or rename your pet. Please note that policies on character names also apply to pets.

3 TARGET



When you left-click on a target — such as another player character, an NPC, or an enemy — its name and vitals will be shown next to your vitals. Hostile enemies display Morale in red, neutral characters show a yellow bar, and

friendly characters have a green Morale bar. To toggle between hostile targets, press Tab.

4 RADAR (MINI MAP)



The Radar displays a small map of your immediate surroundings. It shows the direction you are facing and the direction and distance to other places in the game world. North is always up on the Radar.

Arrows pointing off the edge of the Radar indicate directions to towns (gold), resources (blue), and other important targets. Icons on the map indicate NPCs and items near your character. Hover the cursor over an icon to display information about it.

1. **Vendor:** Indicates an NPC who will buy/sell items.
2. **Gold Ring:** Indicates a Quest NPC or quest objective.
3. **Fellowship Member:** Green circles indicate other fellowship members. If one of your fellowship is beyond the edge of the Radar, a green arrow indicates their direction.
4. **Trainer:** Scroll icons show the location of trainers.
5. **Date and Time:** Hover the cursor over the button in the upper-left to display the current date and time.
6. **Toggle Wallet:** The button in the upper-right of the mini-map opens your Wallet. You can also open your Wallet from the Character Journal Panel.
7. **Hope/Dread:** Every character has the spirit of an adventurer. Your spirit will change based on the people, places, and things that you encounter.

You can see your current level of Hope (blue) and Dread (red) by hovering the cursor over the Hope/Dread icon on the Radar.

8. **Full Screen Map:** The button in the lower-right of the mini-map will open the full-screen map.

FULL-SCREEN MAP

Press **[M]** or click on the map icon in the lower-right of the Radar to display a full-screen map of the region you are in. You can see maps of other locations in Middle-earth by right-clicking on the Map to zoom out and left-clicking on a highlighted area to zoom in. Alternatively, select a map by pulling down the Show Map menu.

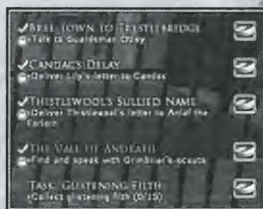


On the map, pull down the Filter Map Notes menu for a complete list of icons available for the current map.

To toggle a specific type of icon on/off, click on its name. Use the full-screen map to view the larger area around you. Points of interest are automatically flagged once you discover them.

5 QUEST TRACKER

The Quest Tracker keeps you updated on up to five quests at a time. Once you have completed part of a quest, your Quest Tracker automatically updates to display the next objective.



6 CHAT WINDOW

The Chat Window is where you send and receive chat messages, see combat results, and more. You can type messages in the Chat box, send other players private messages, and make your character perform emotes such as dancing. See "Chatting" on page 21 for more information.

Click a gold ring in your Quest Tracker to open that quest in your Quest Log.

7 PET SHORTCUT BAR

When you summon a pet, your Pet Shortcut Bar appears. Use this Shortcut Bar to give your pet commands, such as Attack, Follow, Assist, and Stay. You can place any of these Pet icons on a regular Quickslot Bar and assign keystrokes to them.

8 TOOLBAR



The seven buttons on the bottom-left of the screen make up the Toolbar, which gives you access to most game elements.

A. Main Menu – The Main Menu allows quick access to other menus and panels you may frequently use, such as the System Menu, inventory, Crafting Panel, and more. The main menu also lists the keyboard shortcuts for these menus and panels.

B. System Menu – Display help, change options, log off character, or quit the game.

C. Crafting Panel – Crafting allows you to turn raw materials, such as animal hides and ore, into items like armour and weapons. Once you complete the new player area, you will be presented with the opportunity to begin a crafting introduction quest. This quest will help you locate the local crafting area so you can learn how to create powerful items of your own.

D. Social Panel – The Social Panel allows you to search for a fellowship, maintain a Friends list, and more.

E. Deed Log – Deeds are accomplishments that earn you new titles and abilities. Typical Deeds include visiting all the points of Interest in a region or slaying a certain type of monster. The Deed Log tracks all of your Deeds, including levels of completion and the rewards that you will receive once completed. For more information on Deeds, see “What to Look Forward to” on page 23.

F. Quest Log – The Quest Log displays the quests you have accepted. Click on a quest on the left side of the panel to display its current objective, details of the quest, and your reward for completion on the right. To finish a quest, you must complete all of its objectives then speak to the indicated NPC. In the Quest Log you may also examine the quests you have already completed.

G. Character Journal Panel – The Character Journal contains many details about your character, including statistics, equipped gear, skills, traits, titles, and more. Click the Character Journal icon or press C to open.

H. Traits Panel – The Traits Panel helps you track and manage your Traits that you have earned through completing Deeds, quests, and (occasionally) by leveling. You must speak with a Bard to “equip” a Trait. For more information on Traits, see the “What to Look Forward to” on page 23.

CHARACTER JOURNAL


The top line of the Equipment tab displays your name, class, and level. The boxes surrounding your character illustration show your currently equipped gear.

Your stats are listed on the right side of the Character Journal. Your initial stats are determined by class and race and will improve as your character gains experience, earns Traits, gains new equipment, and more.

ENHANCE CHARACTER

Click the Enhance Character button to display a menu of categories. Select a category to go to the LOTRO Store and purchase items to improve your character.



The Character Journal  lets you equip items, see character stats, deeds, skills, and more.

SKILLS

Each class can use certain weapons and armour, and begins with a few special abilities — for example, a Burglar has surprise attacks, and a Lore-master can summon a pet. These special abilities are called skills. To get more information on a skill, hold your cursor over it. To use a Skill, simply click it, or press the corresponding key on the keyboard. To acquire a new skill, you must buy it from a class-specific Trainer after you level up. Trainers are marked on the Radar and the World Map with a scroll icon. Once purchased, these new Skills are automatically put in the next available location on the Quickslot bar.

TITLE

This panel lists all the Titles you have earned. You begin the game with one Heritage Title, referring to your homeland. As you adventure, you earn more fame, and thus more Titles. To display a Title so that other can see it, select it and then click Make Active. To remove a Title, select Clear Active.

BIOGRAPHY

This displays any biographical information that you have created about your character. To add to it or change it, click the Edit button. All other players can see your Bio by inspecting you.

WALLET

Your wallet contains various game currencies. These include gold, silver, and copper coins for use with vendors or the in-game auction house, Destiny Points which may be redeemed for short duration bonuses through the Perks button, Skirmish Marks which can be redeemed for equipment at a Skirmish camp, and seasonal special event tokens.



HOUSE

Once you reach level 15, you will have the opportunity to buy a house. This panel allows you to access information about your house and pay housing upkeep costs.

HOBBY

The Hobby panel is used to track progress in the Fishing hobby. You may acquire this hobby in The Shire, Bree-land, or Ered Luin after completing the new player area.

REPUTATION

The reputation panel helps keep track of your reputation level with the different groups you've encountered in Middle-earth. Though the advantages of higher reputation vary from group-to-group, they are quite worthwhile. Reputation can be earned in several ways such as completing Tasks or Quests, exchanging tokens, or participating in Skirmishes.

THE WAR

The War panel keeps track of your statistics and advancement in the Player versus Monster Player (PvMP) battles of the Ettenmoors.

Through this panel, you can see your individual performance and progress towards a higher rank as you earn renown for your victories.

XP Bar

The orange bar at the bottom of the screen is your XP Bar. It displays your level, total experience points (XP), and the amount of XP you need to achieve the your next level.

TRAIT SETS

While progressing through the game, you will earn Traits by completing Deeds, quests, and (occasionally) simply by leveling. You must speak with a Bard to “equip” a Trait. For more information on Traits, see the “What to Look Forward to” on page 23.

9 AUTO-ATTACK BUTTON

Once you have an enemy targeted, click this button to start auto-attacking. You can also press ~ or click the right mouse button on your target to begin auto-attacking.

10 QUICKSLOT BARS

The Quickslot bar contains 12 spaces to place skill shortcuts, equipment, armour, and even food. You can add an item or action to a Quickslot by dragging its icon from a window (such as your inventory or Skills list). You can replace a quickslot action by dragging a new icon to that quickslot, and you can remove an action from a quickslot by dragging the existing icon from the quickslot to an empty part of your screen. You may activate a Quickslot by either left-clicking it or by pressing the corresponding button (1 to =) on the top row of your keyboard. You have access to a total of six Quickslot bars.

11 INVENTORY BAGS

As you complete quests, defeat enemies and find treasure, you will accumulate weapons, armour, special items, and more. These items are stored in your inventory. Click on the bag buttons at the bottom-right of the screen, or press 1 to open all of your inventory bags.

Hover the cursor over any item to display a tooltip for that item. If you already have a similar item equipped, a second tooltip displays the equipped item's stats. To equip an item from your inventory, double-click it, right-click it, or drag it to the appropriate equipment slot in the Character Journal window.

To permanently destroy an item, drag it out of your inventory and drop it into the game world. You will be asked to confirm your action before the item is destroyed.

If you cannot currently use an item in your inventory, its icon has a red border. If you hover the cursor over the item icon, the pop-up tooltip will describe in red what keeps you from using it.



In addition to your inventory bags, you can also store items in a Vault accessible at most big towns.

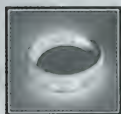
12 ALERT ICONS

Alert icons are used to highlight important things that you might have overlooked. For instance, alert icons will let you know when you have started or completed a Deed, received in-game mail, earned Turbine Points through gameplay, or received a new in-game title. Alert icons will even let you know if there is an item in your inventory that begins a new quest! Click on an icon to open the associated window.

NPCs

While exploring Middle-earth, you will meet other characters. Some of these characters are controlled by other players (player characters, or PCs), with whom you can chat and adventure. The rest will be non-player characters (NPCs). To talk to any NPC, go up to them and right-click or double-left-click on them. If they have something to say, they will talk to you.

Some NPCs have icons above their heads, signaling a special purpose.



Quest – Talk to any NPC with a gold ring above their head to get a level-appropriate quest. Performing quests is the quickest way to advance in the game.



Epic Quest – A flaming ring indicates that the NPC will offer you a quest that is part of the Epic story. Featuring well-known characters such as Gandalf and Strider, these often difficult quests will guide you through the different areas of Middle-earth and offer valuable rewards upon completion.



Trainer – After you have advanced a level, talk to a trainer NPC associated with your class to train new skills. Trainer NPCs also sometimes sell class-related items.



Vendor – Vendors sell a variety of goods, including weapons, armor, travelling supplies, and more. They will also buy most items you loot during your adventures. See next page.

VENDORS

Double-click on a vendor to open the Vendor window, which has up to four tabs at the top: Sell, Buy, Buyback, and Repair.

SELL

Click on the Sell tab to show a list of the (unequipped) items in your inventory. To get more information about an item, hover the cursor over it. Double-click or right-click on an item to sell it for the amount listed.

The Sell All button sells all the unlocked items in your inventory. Click on the lock icon next to an item to prevent you from accidentally selling it.

Buy

Click on the Buy tab to show a list of the items for sale from the vendor. To get more information about an item, hover the cursor over it. You can buy a stack of items (typically 50) by selecting the item, pressing Shift and clicking on the Buy button (which will have changed to Buy Stack). All items bought this way appear in your inventory.

BUYBACK

Use this tab to repurchase items you regret having sold to a Vendor. Items will appear in this tab for only a limited time, and if you sold many items, not all of them will be available for buyback.

REPAIRING ITEMS

As you adventure and battle certain monsters, your equipment will wear out. Examine an item (hold your cursor over it) to check its worn status, listed as a durability gauge in the item description.

When an item's durability is reduced to 0, the item is broken and can no longer be used until you repair it. Worn out items also show up as an alert on your game window.

Use the Repair All button to quickly refurbish all your belongings.



Currency in the game is valued at 100 copper equals 1 silver and 1,000 silver equals 1 gold.

COMBAT

You will not be in Middle-earth long before you have to prove your worth in combat against enemies or wild creatures. To prepare for combat, make sure you have your best weapon and armour equipped, then target the enemy you wish to fight by clicking on it. (Press **Tab** to cycle through available targets.) The vitals of the enemy you have targeted appear to the right of yours, and an orange targeting appears around the enemy's feet.



Learning to use your skills effectively is the key to combat success.

MELEE (CLOSE-RANGE) COMBAT

Approach the target and click the large auto-attack button (the circled sword) at the bottom of your screen, or right-click or double-click your target. You will begin to attack when you enter melee range.

RANGED COMBAT

If you are attacking with a ranged weapon, such as a bow, target the creature and then click the Auto-attack button. When you enter range, you will begin to attack. The creature will probably run to attack you; once it enters melee range, you will automatically switch weapons to engage in melee combat.

DAMAGE, DEFEAT, & RECOVERY

As you take wounds in battle your Morale will decrease while using skills will consume your Power. To stay at maximum combat efficiency, you must regain Morale and Power. Both of these resources automatically recharge while a character is out-of-combat. It is possible to regain Morale and Power more quickly during combat by using certain skills, though out-of-combat regeneration is much faster.

You can also use potions and food to recover Morale and Power more quickly.

When Morale Points are completely exhausted, a character is defeated. Click on the Retreat button to move to a place of safety (a rally point — one of the rings of white stones found near most settlements). In the early levels of play, there is no penalty for retreating. In later levels, retreating causes your character to be somewhat impaired for several minutes and may wear down your equipment.

LEVELING UP

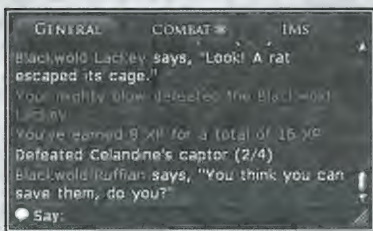
As you complete quests and defeat enemies in Middle-earth, your character gains experience points (XP). The XP bar, located at the bottom of the screen, shows your total XP gained and how much is required to reach the next level. Each new level offers a variety of improvements to your character, your skills become more powerful, characters stats increase, you can use more powerful weapons, armour and other equipment, and you may gain access to new active and passive skills. Each time you level up, you should find a class Trainer to purchase new skills.

Note: VIP players may notice an additional blue section of enhanced experience in addition to the orange section of earned experience. Enhanced experience is one of the perks of being a VIP. While logged out of the game, VIP characters will accrue enhanced experience that, until consumed, doubles experience earned from monster kills.

BINDING & MILESTONES

After completing the new player area, you will be given your first milestone skill. Milestone skills can be bound to different milestones located near populated areas throughout the world. To bind your character to a milestone, double-click on the stone, select your milestone skill, and click Bind. You can use a milestone skill, up to once per hour, to return to the bound location. Additional Milestone skills and related items can be found in the LOTRO Store.

CHATTING



Type /help in the Chat window to see a complete list of chat commands

To send a basic message that players in your vicinity will hear, press Enter to activate the Chat window, type what you want to say, and then press Enter again to broadcast your message.

Click on the chat-bubble icon at the bottom-left corner of the Chat window to select a new channel for your conversation. Once chosen,

your chat will only appear in that channel. For example, only your fellowship members will see chat text you enter in the Fellowship chat channel.

You can also type a channel-specific message by using shortcuts, which are preceded by (slash). For example, if you want to type a message that only your fellowship members can read, type /f before the message. Other useful chat channel shortcuts include /advice and /regional.

EMOTES

FELLOWSHIPS

The screenshot shows a software window titled "FISH". It has a menu bar with "File", "Edit", and "Help". Below the menu bar is a toolbar with icons for opening, saving, and printing. The main area is divided into two panes. The left pane, titled "List", contains a list of fish species with columns for "Name", "Cat", "Size", and "Notes". The right pane, titled "Details", shows the details for the selected species, "Atlantic", including its "Cat", "Size", and "Notes".

Name	Cat	Size	Notes
Atlantic	1	100	
Bass	2	150	
Bluefish	3	200	
Flounder	4	250	
Shad	5	300	
Striped Bass	6	350	
Tilapia	7	400	
Trout	8	450	
Walleye	9	500	

Voice Chat

power to disband it, or to kick a player out. If the leader leaves the fellowship, the game assigns leadership to another member, going from the first player invited to the last. The leader may also voluntarily pass leadership to any player.

To quit a fellowship, right-click on your portrait in your vitals display and select the "Leave" option.

Fellowships have several options for dividing the loot obtained from fallen foes. (Money is always divided evenly.) The fellowship leader sets the looting mode by right-clicking on their own portrait, selecting Loot Rule, and then a looting option.

LOOKING FOR FELLOWSHIP (LFF)

If you want to find a fellowship, but you do not have any friends online at the moment, you can flag yourself as "Looking for Fellowship," making it easier for fellowships in need of your class and level to contact you. Use the slash command /LFF to toggle the LFF flag on or off, or turn it on/off in your Social window.

To find other players who are currently looking for a fellowship in your area, look in the Social window where LFF players are displayed.

WHAT TO LOOK FORWARD TO EPIC LOCATIONS & STORY

While adventuring throughout Middle-earth, you will become immersed in the unforgettable story and world of The Lord of the Rings. From the outset of your adventures you can explore the idyllic Shire, stoic Thorin's Hall, and the bustling town of Bree. Before long, you will find yourself recruited to aid Aragorn, Gandalf, and other memorable characters in the struggle against Sauron. Experience the danger of Weathertop, the scale and majesty of the Mines of Moria, and the timeless beauty of Lothlórien firsthand.

MOUNTS

Once you have reached level 5 and completed the new player area, you will be able to get your first mount. Mounts will enable you to travel much faster than on foot. Using a mount requires the riding skill which you can purchase in the LOTRO Store or earn in-game.



Click Dismount on the mount window to dismount from your horse or pony.

DEEDS

While adventuring in Middle-earth beyond the new player area, you will begin to discover Deeds which offer unique challenges and a variety of rewards. Some Deeds might require exploration of specific locations throughout a given area. Others may challenge you to complete a certain number of quests in a region. Still other Deeds might ask you to perform class skills a set number of times. There are hundreds of Deeds in *The Lord of the Rings Online* for you to discover, each with their own reward.

TRAITS

Completing Deeds and Quests and gaining levels in Middle-earth can earn your character various Traits. There are four categories of Traits you can earn - Virtue, Class, Racial, and Legendary. Each Trait has its own advantages such as bonuses to Power and Morale regeneration, improved resistances to damage, upgraded versions of class skills, or entirely new abilities! To gain the benefits of a Trait you have earned, you must speak with a bard and equip that trait.

MONSTER PLAY

Once they have reached level 10 with any character, both VIP and free players gain access to Monster Play immediately. Monster Play is a unique style of player-versus-player (PvP) combat in *The Lord of the Rings Online*. Monster Play allows you to fight as a servant of Sauron against the Free Peoples of Middle-earth. You can choose to play as a blood-thirsty Orc, a cunning Spider, a ferocious Warg, or a terrible Uruk. Once you have attained level 10, you can enter Monster Play from the character selection screen.

SKIRMISHES

At level 20, you will gain access to your first Skirmishes. Skirmishes are short, instanced quests that you can begin at any time from the Instance Join menu. Skirmishes are very customizable; you can adjust them to accommodate a larger group of players, fit your skill level, or provide a greater challenge. By participating in Skirmishes, you earn Skirmish tokens which can be bartered for rewards. You can also gain reputation with various Middle-earth groups.

LEGENDARY ITEMS

Beginning at level 50 with Volume II, Book I, you will begin to encounter powerful items called Legendary Items. Legendary items include weapons and class-specific tools. These items can grow in power along with your character and may be customized with legacies and relics, making you a force to be reckoned with. Like the legends of Gandalf with Glamdring or Aragorn with Anduril, you can build your own perfect weapon and weave it into your Middle-earth adventure.

FINDING HELP

There are a number of ways you can find help about the game.

ADVICE CHANNEL

The in-game chatting system features an Advice channel. Here you can ask players in your local area for help and hints. To ask for help on the Advice channel, type /advice <message>. This is a great way to get quick tips about a quest or answers to questions on a variety of topics such as crafting, class skills, Deed completion, and more.

MYLOTRO (MY.LOTRO.COM)

The MyLOTRO community site features interactive forums, blogs, news, and character information that you can access both inside the game and via the web. You can use MyLOTRO to communicate with fellow players, Kinmates, and the LOTRO Community Team. If you're stuck or need answers to questions about the game, the official forums is a great place to ask for help or learn new tips and tricks from other players. It is very likely that someone will have already experienced and resolved the very issue you're experiencing.

LOREBOOK (LOREBOOK.LOTRO.COM)

The LOTRO Lorebook is a wiki – a searchable database – that contains information on nearly every aspect of the game. To access the Lorebook, login to www.turbine.com using your LOTRO forum ID and password. You may start browsing from the front page or search for a specific article, using the search box. You must be logged in with your forum account and password in order to contribute to the Lorebook.

SUPPORT (WWW.LOTRO.COM/SUPPORT)

Selecting the Help option while in the game leads to the Knowledge Base, where the intuitive search engine makes it easy to find answers to your questions. From this menu you may also submit or track In-Game Support tickets. The help provided by the In-Game support team is limited to issues such as abuse, cheating, undesirable interactions with other players and some game play issues. The In-Game Support Team cannot assist with "how to" questions and will refer inquiries of that type to our Knowledge Base. Please note that Free and some Premium players do not have access to the full range of In-Game Support options, but can submit spam and harassment tickets by right clicking on the offending character's name in the chat window.

From the in-game Help menu, you may also Report a Bug, regarding game play issues that do not require immediate assistance. Examples of this include landscape problems, stuck locations and skills or equipment that are not working as intended. Please note that you will not receive a response to a Bug Report.

For other assistance, including Account/Store or Technical Support, or Paid Services such as the Character Undelete Service, please visit www.turbine.com/support and Submit a Ticket from the Support Center.

TURBINE, INC.
THE LORD OF THE RINGS ONLINE™ MITHRIL EDITION
END USER LICENSE AGREEMENT

THIS AGREEMENT IS A LEGALLY BINDING CONTRACT; PLEASE READ IT CAREFULLY. Welcome to *The Lord of the Rings Online™*. Turbine, Inc. ("Turbine") is proud to provide you with *The Lord of the Rings Online™ Mithril Edition* game software included herewith, the associated media and any printed materials (together with any updates, Turbine points, bonuses, collectively the "Game Client") for use with the online component of *The Lord of the Rings Online™* (the "Game Server"). Together, the Game Client and the Game Server make up the massively multiplayer online role-playing game *The Lord of the Rings Online™* (the "Game"). This End User License Agreement (the "EULA" or "Agreement") governs your use of the Game Client, while *The Lord of the Rings Online™* Terms of Service (the "TOS") <http://www.turbine.com/news/56/> incorporated herein by this reference, governs your use of the Game Server. By installing or using the Game Client, you agree to be bound by the terms of this Agreement.

1. Limited License. The Game Client is licensed, not sold. Subject to your agreement to and continued compliance with the terms and conditions of this EULA, Turbine hereby grants to you a limited, revocable, non-exclusive license to use one copy of this Game Client solely and exclusively for your personal use and; (a) download and install the Game Client onto a personal computer owned by you, and (b) use the Game Client in conjunction with the Game Server for your non-commercial entertainment purposes only. The foregoing license does not permit you to do any of the following, and you agree that the violation of any of the following license limitations will constitute an infringement of Turbine's copyrights:

- a. You may not sell distribute, rent, lease or sublicense, license or transfer the Game Client, or any reproductions thereof, to any person or entity;
- b. You may not develop, distribute or host any server or software designed to interact with the Game Client or to redirect or emulate the communications protocols used by Turbine;
- c. You may not modify the Game Client or any portion thereof;
- d. You may not copy the Game client in its entirety onto a hard drive or other storage device, translate, reverse engineer, derive source code from, modify, disassemble, decompile, or create derivative works based on the Game Client or any portion thereof;
- e. You may not develop, distribute or use any third party program designed to impact the Game experience, including without limitation software bots, cheats, hacks or any other software designed to provide a player with an advantage;
- f. You may not exploit the Game, or any portion thereof, for any commercial purpose;
- g. You may not connect to the Game Server except by using an authorized, unmodified Game Client as set forth herein; or
- h. You may not use the Game Client to connect to any server or service other than the Game Server.
- i. The license granted herein confers no title or ownership in the Game (including without limitation the Game Client) and should not be construed as a sale of any rights to the Game. All right, title and interest in and to the Game and any and all copies thereof (including without limitation any and all titles, computer code, technology, themes, objects, characters, character names, stories, dialog, catch phrases, locations, concepts, artwork, music, etc.) are owned by Turbine or its licensors.

2. Term. This EULA is effective until terminated, and those provisions which by their nature should survive termination shall survive termination, including without limitation those provisions addressing license limitations, disclaimer of warranties, limitation of liability, indemnification and ownership. You may terminate this EULA at any time by permanently destroying all copies of the Game and related documentation in your possession, including without limitation any and all Game Clients installed on computers under your custody or control. Turbine may terminate this Agreement at any time for any reason or no reason by providing notice to you, including without limitation email notice to the last email address provided by you. Upon termination of this Agreement, you must destroy all copies of the Game and related documentation in your possession, including without limitation any and all

Game Clients installed on computers under your custody or control.

3. Ownership. You agree that, between you and Turbine, Turbine owns and shall continue to own all rights, title and interest in and to the Game, all copies thereof, and all content therein. The Game is protected by the copyright laws of the United States, international treaties and other laws. The Game may contain materials licensed by third parties, and the licensors of those materials are third party beneficiaries of this Agreement with the right to enforce their rights against you if you violate this Agreement.

4. Consent to Monitor. When the Game is running, Turbine may monitor your computer for the use of programs that violate Section 1. You hereby grant Turbine permission to monitor your computer for purposes of identifying such use and communicating potential violations to Turbine.

5. Limited Warranty. Turbine warrants to the best of Turbine's ability to the original consumer purchaser of the Game Client that the medium on which the Game Client is recorded shall be free from defects in materials and workmanship for a period of ninety (90) days from the original date of purchase. If a defect in materials or workmanship occurs during this ninety (90) day warranty period, Turbine will either, repair or replace, at Turbine's option, the Game Client free of charge. In the event that the Game Client is no longer available, Turbine may, in its sole discretion, replace the Game Client with a product of comparable value. The original purchaser is entitled to this warranty only if the date of purchase is registered at point of sale or the consumer can demonstrate (to Turbine's satisfaction) that the Product was purchased within the last ninety (90) days.

6. To Receive Warranty Service. Notify the Turbine Customer Service Department of the problem requiring warranty service on the web at <http://support.turbine.com/ics/support/KBsplash.asp?deptID=24001t>. If the Turbine service technician is unable to solve the problem on the web via email, he/she may authorize you to return the Game Client at your risk of damage, freight and insurance prepaid by you, together with your dated sales slip or similar proof of purchase within the ninety (90) day warranty period. Turbine is not responsible for unauthorized returns of the Game Client and reserves the right to send such unauthorized returns back to customer.

7. This limited warranty shall not be applicable and shall be void if: (a) the defect in the Game Client has arisen through abuse, unreasonable use, mistreatment or neglect; (b) the Game Client is used with products not sold or licensed by the appropriate platform manufacturer or Turbine (including but not limited to, non-licensed game enhancements and copier devices, adapters and power supplies); (c) the Game Client is used for commercial purposes (including rental); (d) the Game Client is modified or tampered with; or (e) the Game Client's serial number has been altered, defaced or removed.

8. DISCLAIMER OF WARRANTIES. THE GAME IS PROVIDED TO YOU ON AN "AS IS"/"AS AVAILABLE" BASIS WITHOUT REPRESENTATIONS OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT AND AVAILABILITY.

9. LIMITATION OF LIABILITY. IN NO EVENT SHALL TURBINE, ITS PARENT, SUBSIDIARIES OR AFFILIATES BE LIABLE FOR ANY LOSS OR DAMAGE OF ANY KIND ARISING OUT OF OR RELATING TO THE GAME AND/OR THE GAME CLIENT OR ANY USE THEREOF, INCLUDING WITHOUT LIMITATION ANY LOSS OF DATA OR GOODWILL, DISRUPTION OF SERVICE OR CLAIMS OF THIRD PARTIES. IN NO EVENT SHALL TURBINE, ITS PARENT, SUBSIDIARIES OR AFFILIATES BE LIABLE FOR ANY INDIRECT, INCIDENTAL, EXEMPLARY, PUNITIVE, LIQUIDATED, OR OTHER CONSEQUENTIAL DAMAGES, WHETHER UNDER CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR ANY OTHER THEORY OF LIABILITY, ARISING FROM YOUR USE OF THE GAME (INCLUDING WITHOUT LIMITATION THE GAME CLIENT). THE FOREGOING LIMITATIONS SHALL APPLY TO THE MAXIMUM EXTENT PERMITTED BY LAW, EVEN IF ANY REMEDY FAILS OF ITS ESSENTIAL PURPOSE. In no event shall Turbine's aggregate liability, whether arising in contract, tort, strict liability or otherwise, exceed the total fees paid by you to Turbine during the six (6) months immediately prior to the time such claim arose.

10. INDEMNIFICATION. YOU HEREBY AGREE TO DEFEND, INDEMNIFY AND HOLD HARMLESS TURBINE, ITS PARENT, SUBSIDIARIES AND AFFILIATES, FROM AND AGAINST ANY CLAIM, LIABILITY, INJURY, DAMAGE, LOSS OR EXPENSE (INCLUDING REASONABLE ATTORNEYS' FEES) INCURRED AS A RESULT OF, ARISING FROM, OR RELATING TO YOUR USE OF THE GAME AND/OR THE GAME CLIENT.

11. Changes to Agreement and Game. Turbine may update this Agreement at its sole discretion, and you will be asked to review and agree to the revised version of the EULA once it becomes effective. If you do not agree to a revised EULA, you will not be permitted to continue playing the Game. If at any time you are no longer able to comply with the terms of the then-current EULA, you must terminate this Agreement pursuant to Section 2 and immediately stop using the Game. Turbine may change, modify, suspend, or discontinue any aspect of the Game at any time. Turbine may also impose limits on certain features or restrict your access to parts or all of the Game without notice or liability. You have no interest, monetary or otherwise, in any feature or content contained in the Game.

12. Patches and Updates. Turbine may apply patches, updates and modifications (collectively, "Updates") to the Game at any time, including Updates to the Game Client installed on your computer. Updates are not optional. You agree that Turbine may deploy and install updates remotely, with or without your knowledge, and you hereby provide your consent for Turbine to download and apply such Updates.

13. Remedies. You acknowledge that Turbine may suffer irreparable damage if you breach any of the provisions governing license limitations or ownership. You therefore agree that if you do breach either of these provisions, in addition to provable damages and reasonable attorneys' fees, Turbine shall be entitled to enjoin such breach and to obtain specific performance of such provisions in any court of competent jurisdiction.

14. Seizure Warning. A very small percentage of people experience epileptic seizures when exposed to certain light patterns or flashing lights. Exposure to these patterns or backgrounds on a computer screen, or while playing video games, may induce an epileptic seizure in these individuals. If you, or anyone in your family, have an epileptic condition, consult your physician prior to playing. If you experience dizziness, altered vision, eye or muscle twitches, loss of awareness, disorientation, any involuntary movement, or convulsions while playing the game, immediately discontinue use and consult your physician.

15. Dispute Resolution and Governing Law.

a. Binding Arbitration. Any dispute, controversy or claim related to this Agreement ("Dispute") (except those Disputes expressly excluded below) that cannot be resolved through information negotiations shall be finally and exclusively resolved by binding arbitration. Any election to arbitrate by one party shall be final and binding on the other. YOU UNDERSTAND THAT ABSENT THIS PROVISION, YOU WOULD HAVE THE RIGHT TO SUE IN COURT AND HAVE A JURY TRIAL. The arbitration shall be initiated and conducted according to either the JAMS Streamlined (for claims under \$250,000) or the JAMS Comprehensive (for claims over \$250,000) Arbitration Rules and Procedures, except as modified herein, including the Optional Appeal Procedure, at the Los Angeles office of JAMS, or its successor ("JAMS") in effect at the time the request for arbitration is made (the "Arbitration Rules"). The arbitration shall be conducted in Los Angeles County before a single neutral arbitrator appointed in accordance with the Arbitration Rules. Turbine will pay all arbitration fees and reasonable expenses as determined by the arbitrator. The arbitration may be conducted in person, through the submission of documents, by phone or online. The arbitrator shall follow California law and the Federal Rules of Evidence in adjudicating the Dispute. The parties waive the right to seek punitive damages and the arbitrator shall have no authority to award such damages. The arbitrator shall provide a detailed written statement of decision, which shall be part of the arbitration award and admissible in any judicial proceeding to confirm, correct or vacate the award. Unless the parties agree otherwise, the neutral arbitrator and the members of any appeal panel shall be former or retired judges or justices of any California state or federal court with experience in matters involving the entertainment industry. If either party refuses to perform any or all of its obligations under the final arbitration award (following appeal, if applicable) within thirty (30) days of such award being rendered, then the other party may enforce the final award in any court of competent jurisdiction in Los Angeles County. The party seeking enforcement shall be entitled to an award of all costs, fees and expenses, including attorneys' fees, incurred in enforcing the award, to be paid by the party against whom enforcement is ordered. Except as otherwise provided in this Agreement, you and Turbine may litigate in court to compel arbitration, stay proceeding pending arbitration, or to confirm, modify, vacate or enter judgment on the award entered by the arbitrator. Any

Dispute not subject to arbitration (other than claims proceeding in any small claims court), or where no election to arbitrate has been made, shall be decided by a court of competent jurisdiction within the County of Los Angeles, State of California, United States of America, and you and Turbine agree to submit to the personal jurisdiction of that court.

b. Restrictions. You and Turbine agree that any arbitration shall be limited to the Dispute between Turbine and you individually. To the full extent permitted by law, (1) no arbitration shall be joined with any other; (2) there is no right or authority for any Dispute to be arbitrated on a class-action basis or to utilize class action procedures; and (3) there is no right or authority for any Dispute to be brought in a purported representative capacity on behalf of the general public or any other persons.

c. Exceptions. You and Turbine agree that the following Disputes are not subject to the above provisions concerning informal negotiations and binding arbitration: (1) any Disputes seeking to enforce or protect, or concerning the validity of, any of your or Turbine's intellectual property rights; (2) any Dispute related to, or arising from, allegations of theft, piracy or unauthorized use; and (3) any claim for injunctive relief.

d. Governing Law. Except as expressly provided otherwise, this Agreement shall be governed by, and will be construed under, the Laws of the United States of America and the law of the State of California, without regard to choice of law principles. The application of the United Nations Convention on Contracts for the International Sale of Goods is expressly excluded. Those who choose to access the Game Server from locations outside of the United States do so on their own initiative and are responsible for compliance with local laws if and to the extent local laws are applicable.

e. Severability. You and Turbine agree that if any portion Section 15 is found illegal or unenforceable (except any portion of 15(c)), that portion shall be severed and the remainder of the Section shall be given full force and effect. If Section 15(c) is found to be illegal or unenforceable then neither you nor Turbine will elect to arbitrate any Dispute falling within that portion of Section 15(c) found to be illegal or unenforceable and such Dispute shall be decided by a court of competent jurisdiction within the County of Los Angeles, State of California, United States of America, and you and Turbine agree to submit to the personal jurisdiction of that court.

16. Miscellaneous. The terms set forth in this Agreement, including the Disclaimer of Warranties, Limitation of Liability and Indemnification provisions are fundamental elements of the basis of the agreement between Turbine and you. Turbine would not be able to provide the Game (including without limitation the Game Client) on an economic basis without such limitations. Such Disclaimer of Warranties, Limitation of Liability and Indemnification provisions inure to the benefit of Turbine's licensors, successors and assigns. You agree that you are not considered, and shall not represent yourself as, an agent, employee, joint venturer, or partner of Turbine. You may not assign this Agreement, in whole or in part, without Turbine's prior written consent and any attempted assignment in violation of this provision shall be null and void. No waiver of any default, condition or breach of this Agreement shall constitute a waiver of any other default, condition or breach of this Agreement, whether of a similar nature or otherwise. Any provision found unlawful by a court or regulator having jurisdiction shall be deemed to be severed from the Agreement, but such severance shall have no effect on the enforceability of the remaining provisions of the Agreement. This Agreement, incorporating all the applicable documents referenced herein, represents the entire agreement between you and Turbine with respect to the Game Client and supersedes all prior agreements between you and Turbine pertaining to the Game Client. You agree that you will comply with all applicable laws in connection with the Game Client and this Agreement, including without limitation export control laws. You must supply all necessary facilities, utilities and equipment necessary to play the Game, including appropriate computer equipment and Internet connections, at your sole risk and expense. This Agreement may be amended only by a writing executed by both parties.



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